

Wisconsin Balance of State Continuum of Care Coordinated Entry System Participating Staff Agreement

I. Purpose

The purpose of this Agreement is to specify your responsibilities in implementing the Wisconsin Balance of State (BOSCOOC) Coordinated Entry System. Your agency has agreed to participate in the BOSCOOC Coordinated Entry System. Coordinated Entry is intended to increase and streamline access to housing and services for households experiencing homelessness, match appropriate levels of housing and services based on their needs, and prioritize persons with severe service needs for the most intensive interventions.

The BOSCOOC achieves these goals through a set of processes developed and adopted by the BOSCOOC membership, known as the Coordinated Entry System. The BOSCOOC is responsible for planning, implementing and evaluating the Coordinated Entry System.

II. Guiding Principles & Strategies

- ✓ *Coordinated Entry will be easy for the client, by providing quick and seamless entry into homeless services.*
- ✓ *Individuals and families will be referred to the most appropriate resources for their individual situation.*
- ✓ *Coordinated Entry will prevent duplication of services.*
- ✓ *Coordinated Entry will reduce the length of homelessness for individuals and families.*
- ✓ *Coordinated Entry will improve communication among agencies.*

III. Description of Coordinated Entry

“Coordinated Entry Staff” includes anyone who:

- ✓ Completes intake paperwork and/or services,
- ✓ Administers the Coordinated Entry triage tools (VI-SPDAT/VI-F-SPDAT/TAY-VI-SPDAT),
- ✓ Enters referrals into HMIS or the Non-WISP Referral Form, and/or
- ✓ Contacts individuals to offer housing programs.

“Designated Lead Agency Contact” is the person who provides leadership, coordination, and oversight of the local implementation of the BOSCOOC Coordinated Entry System.

“List Holder” is the person who manages the Non-WISP Prioritization List and responds to inquiries from housing providers seeking referrals to their programs.

- A. Access: The BOSCOOC Coordinated Entry System follows a “No Wrong Door” approach. A client can seek housing assistance through any of the Partners and will receive integrated services. Staff will complete the Pre-Screen Form, identify immediate housing or shelter needs, and assist clients with accessing services for these immediate needs. Staff have a responsibility to respond to the range of client needs pertaining to homelessness and housing, and act as the primary contact for clients who apply for assistance through their agency unless or until another Partner Agency assumes that role. This includes guiding the client in applying for assistance or accessing services from another provider regardless of whether your agency provides the specific housing services required by the presenting client.

- B. Assessment: One of the triage tools (VI-SPDAT/VI-F-SPDAT/TAY-VI-SPDAT) will be completed for all households to facilitate connection to an appropriate housing intervention (Transitional Housing, Rapid Re-Housing, Permanent Supportive Housing, or other Permanent Housing). Do not administer any of the triage tools until you have completed the appropriate training. Staff must complete training on how to input results in HMIS or in the Non-WISP Referral Form.
- C. Referrals: Partner agencies refer households to the appropriate Prioritization List (Individual or Family/HMIS or Non-WISP) based on household composition and client preference. The Coordinated Entry Policies and Procedures and written program standards provide transparent, planned and fair processes for prioritization and housing linkage.

Coordinated Entry Staff who accept referrals from the Prioritization Lists must report entries into permanent housing either in HMIS or to the List Holder. When referrals do not result in housing placement, the staff must enter notes into the referral in HMIS, or inform the List Holder of each instance and provide explanation. If a provider does not take the highest prioritized individual or family from the Prioritization List, the Staff must document the reason in the HMIS client file or provide written explanation to the DLA Contact and List Holder. It is the responsibility of the Coordinated Entry Staff to ensure that the individual or family has a new referral to the Prioritization List, if needed.

If an individual or family declines a referral to a housing program, their name remains on the Prioritization List until the next housing opportunity is available. This must be documented in the HMIS client file or provided in writing to the List Holder.

IV. Coordinated Entry Staff Responsibilities

- A. Explain the BOSCOOC Coordinated Entry process to clients so that they are empowered to make an informed choice about available services that best meet their needs.
- B. Provide each client with a copy of their Rights and Responsibilities so that they understand their responsibilities and those of the Coordinated Entry System Partners.
- C. Inform clients of both their agency and the BOSCOOC Coordinated Entry grievance process at intake.
- D. Complete the BOSCOOC Pre-Screen form for all households experiencing homelessness or at-risk of homelessness that present at your agency.
- E. Complete the appropriate triage tool (based on household composition).
- F. Ensure that clients are made aware that their personally identifying information will be entered into the Wisconsin HMIS. Your agency may require clients to provide explicit or implicit client consent. Staff must follow the consent requirements of their agency. Staff must allow clients to decide what personally identifying information, if any, can be entered into the HMIS and shared with Partner Agencies. Client consent may be revoked by that client at any time by a written notice.
- G. Clients that refuse to share personally identifying information in HMIS should be referred to the Non-WISP Prioritization List with an anonymous unique identifier.
- H. Refer all households experiencing homelessness to the Prioritization List even if they are not eligible for services at your agency.
- I. Clients will not be removed from the Prioritization List because they declined a referral.
- J. Follow-up with all households referred by you at least every 90 days. Follow-up will include confirming/updating the following information: housing/homeless status, contact information, household composition, new information that may impact placement on the Prioritization List.
- K. Do not share information about a client's household, services, shelter or housing with another Partner, including data that will be entered into HMIS, without a Client Release of Information. Agencies can obtain verbal consent to share this information, which must be documented on the Client Release of Information.

V. Non-discrimination

Coordinated Entry System Partner Agencies shall not discriminate against any person or group of persons because of race, ethnicity, national origin, disability status, religion, marital status, sex, sexual orientation, actual or perceived gender identity, or age. The relevant federal statutes are:

24 CFR 5.403 Family includes, but is not limited to, the following, regardless of actual or perceived sexual orientation, gender identity, or marital status:

- (1) A single person, who may be an elderly person, displaced person, disabled person, near-elderly person, or any other single person; or
- (2) A group of persons residing together, and such group includes, but is not limited to:
 - (i) A family with or without children (a child who is temporarily away from the home because of placement in foster care is considered a member of the family);
 - (ii) An elderly family;
 - (iii) A near-elderly family;
 - (iv) A disabled family;
 - (v) A displaced family; and
 - (vi) The remaining member of a tenant family.

24 CFR 576.102(b) any project receiving ESG or CoC funds to provide emergency shelter, transitional housing, or permanent housing to families with children under age 18 shall not deny admission to any family based on the age of any child under age 18.

- There will be no inquiry, documentation requirement, or “proof” related to family status, gender identification and/or sexual orientation of any household member
 - The prohibition on inquiries or documentation does not prohibit inquiries related to an individual’s sex for the limited purpose of determining placement in temporary, emergency shelters which are limited to one sex because they have shared bedrooms or bathrooms
 - The prohibition on inquiries or documentation does not prohibit inquiries related to an individual’s sex and/or age for the purposes of determining the number of bedrooms to which a household may be entitled
- All individuals or groups of individuals indentifying as a family will be served as a family regardless of any member’s age, actual or perceived gender identification, actual or perceived sexual orientation, and/or marital status (24 CFR part 576.102(b))
 - ESG and CoC funded programs are not permitted to limit assistance to female-headed households with children. If the program serves families, it is unacceptable to exclude male-headed households with children
 - ESG and CoC funded programs cannot offer an alternative arrangement (i.e. send you to another provider in the community, provide a hotel/motel voucher) instead of serving your family due to its makeup

VI. COORDINATED ENTRY RESOURCES

Policy & Procedures: <http://www.wiboscoc.org/coordinated-entry.html>
 Grievance Policy and Forms: <http://www.wiboscoc.org/coordinated-entry.html>
 Institute for Community Alliances: <http://www.icalliances.org/>

VII. AFFIRM THE FOLLOWING:

- A. I have read and will abide by all policies and procedures in BOSCO Coordinated Entry Policies and Procedures Manual.



- B. I have received training from the Coordinated Entry Committee on how to participate in the Coordinated Entry System. This training may be via recorded webinar.
- C. I agree to the Coordinated Entry training requirements as required by my agency and the BOSCO. This includes attending future trainings related to Coordinated Entry, Program Standards, and Prioritization.
- D. I will only collect, enter and extract data in the Coordinated Entry System (HMIS and Non-WISP Prioritization List) relevant to the delivery of services for the clients with whom I work.
- E. I agree to maintain the confidentiality of all clients' personal information and to refer households to the Non-WISP Prioritization List as requested.
- F. I agree to explain the Coordinated Entry process to all clients being entered into the system, including the client's rights and responsibilities.
- G. I agree to refer clients to any and all services that are appropriate to their individual situation.
- H. I understand that I have a right to file a grievance against an agency participating in the Coordinated Entry System if I believe it is not following the BOSCO Coordinated Entry Policy and Procedures.

First Name:	Last Name:
Email:	Job Title:
Agency's Full Name:	
Local CoC/LCAS Affiliation:	

Name

Date

- Submitted to DLA contact
- Copy retained by Agency
- Copy retained by Staff